

ETS Communiqué



ENTERPRISE TECHNOLOGY SOLUTIONS

July 2014

ETS Summer Intern Exclusive: Ample Ambition and a Drive that won't Stall

This Summer ETS was lucky to be home to some of the finest Interns/Coops you could ask for. High school and college internships can leave a lasting impression and help usher students into today's ever shifting workforce. Feel good knowing that ETS staff members played a huge role in pouring time, attention and knowledge into our summer guests. Take a quick minute to read about them below! Man, do they have huge plans for the future :)

Miss Kendra is currently a student at Woodward Career Technical. She is leading her class at only the tender age of fourteen. She wants to attend Notre Dame for college and study to become a Physiological Scientist.

Q: What has been your favorite experience during your internship?

A: My favorite experience during my internship was when I started accounting with Miss Sandra (Bailey).

Q: Who has been the biggest influence to you during your time here?

A: It would be Miss Paula (Winkfield) because she has been here for a long time and she deals with accounting and I am passionate about accounting and numbers.

Q: If you could describe the department in one word, what would it be and why?

A: Educational, because there is a lot to learn from the experience here at ETS.



Kendra Peterson



Ralph Stewart III

Ralph Stewart III is a rising senior at Withrow University High School. He's one of two interns from The MSD Student Internship Academy program, he hopes to major in Media Informatics, and International Business at Northern Kentucky University.

Q: What has been your favorite experience during your internship?

A: My favorite experience so far has been working with Hank to pull apart, and rebuild an old computer.

Q: How do you think you've improved throughout your internship?

A: So far throughout my internship, I think I've become more businesslike, and I've gotten better with Microsoft and computers.

Q: What is the best part of the internship to you?

A: The best part of the internship has not only been learning about computers, but also seeing old friends and making some new ones.

Funny, kind and intelligent, Kifra Morrison is a native of Jamaica who attends Woodward Career Technical. She also joins us through the MSD Student Intern Academy. She plans to major in Information Technology at the University of Cincinnati. Kifra is great to work with, because she learns quickly, and she can always make people smile.

Q: What has been your favorite experience during your internship?

A: My favorite experience during the internship was helping rebuild a computer named Frankenstein, which we destroyed first.

Q: Is the Internship what you expected to be like?

A: No, I thought it was going to be like boot camp.

Q: How do you think your internship has improved you as a person?

A: I'm more confident, and I feel reassured in the room, like I actually belong there.



Kifra Morrison



Quinn Toney

Quinn Toney is a proud student of the notorious Tennessee State University. His major is Business Management. Quinn captivated us with his comical and animated personality, and we were electrified by his quick responses.

Q: How do you think you've improved throughout your internship?

A: By learning how to speak in a professional environment to more experienced colleagues.

Q: Is this your first time as an Intern?

A: No, I did an internship in my senior year of high school at Cincinnati U.S. Convention Center.

Q: Why did you choose the program that you're in?

A: I chose it because it was different and also it would assist me to expand in my field of study which is business.

A proud and excellent Musketeer, a Xavier student with a Business Management major. Russ Hairston Jr. was very eager to share his view of his experience with ETS.

Q: What has been your favorite experience during your internship?

A: Preparation, I came into school ahead because of what I learned here.

Q: Who has been the biggest influence to you during your time here?

A: Mike McCudden, because he relates things to different aspects of business.

Q: If you could describe the department in one word, what would it be and why?

A: Persistent, because they follow through with projects, even if they have to sit it down and come back to it.



Russ Hairston, Jr.

ETS Contact Center Stats

Here's an overview of ETS Contact Center activity through June 2014.



Contact Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2014 YTD	2014 AVG per Month
Telephone Calls	631	453	548	516	533	537							3,218	536
Emails	3599	2566	2814	2838	3214	2953							17,984	2,997
Logged ETS CC Database Requests	612	505	579	578	613	586							3,473	579
Phone Directory Change Requests	61	50	47	127	88	120							493	82

Service Request Type	2014 YTD	2014 %
Email	806	23.21%
Telephone - Desk	649	18.69%
Telephone - Mobile	470	13.53%
Hardware and Software Purchases	424	12.21%
Radio Network	227	6.54%
PC Support, Hardware Repair (Printers, Scanners, etc), Training	150	4.32%
CHRIS	145	4.18%
Other	142	4.09%
EGov Web	96	2.76%
Citrix Remote Access	96	2.76%
Metropolitan Area Network	85	2.45%
Passwords Reset for all Systems	42	1.21%
CFS/VSS	42	1.21%
Fiber Network	36	1.04%
CLEAR	12	0.35%
IT security investigations	10	0.29%
Datacenter needs	10	0.29%
Application Development	10	0.29%
Contact Center	8	0.23%
Storage (SANS)	7	0.20%
Consultation Business Development	4	0.12%
CSR/Permits	2	0.06%
Providing Anti-Virus	0	0.00%
Providing Service Patches	0	0.00%
TOTAL	3473	100%

You can reach the ETS Contact Center by-
 Phone: 352-HELP (4357)
 Email: etscontactcenter@cincinnati-oh.gov
 Web Form: [IT Service Request](#)

Contact Center team performs the following functions:

- City-wide IT Help Desk for enterprise systems
- Mobile technology support
- Telephone network administration
- ETS data center operations
- Telecom billing administration

ETS Contact Center team members:

- Tammy Sexton
- Tom Lyons
- Debbie Elsner
- Pam Smith



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COOL MOBILE APPS



Any.Do for Android

Managing your procrastination is now a little easier. This popular reminder app was just updated to support a new feature called Any.Do Moment, a quick and fun overview of your day and the things you have on your list. Users are greeted with a simple list broken into four sections.



Swiftkey for Android

Touch screen typing takes some getting used to, some screens faster than others. The newest Swiftkey update provides more accurate corrections and better predictions than other keyboard apps.



FLY for Apple

Fly is unlike any video editor you've ever seen. It's dead simple. And it's FAST. Works best on iPhone 5 and above.



CamMe for Apple

CamMe is a new hand-free camera app that lets you take great pictures from distance, without even touching your iPhone / iPad. Need to capture the perfect shot, right now? Just raise your hand and smile – CamMe will do the rest!



KUDOS CORNER :)

Council Office:

"Let me start by saying without your department I know for a fact our office would be lost! I am reaching out to share how appreciative we are of Perry Miler, he has went above and beyond to ensure our needs were met... He goes above and beyond call of duty to assist us. Hopefully this email puts some joy in your Monday morning, just to know your staff member Perry rocks."

ETS:

Thank you for your prompt response – it continues to support our need to keep the infrastructure stable, provides the expected customer service and acknowledges, at a minimum, with decreased capacity the roles the increasing roles & responsibilities of the managers who are increasingly engaged in Enterprise activity far beyond an 8 hour work day – thank you for that.